



Consolidated Technology Services • WA

Service Announcement

May 20, 2015

TO: CTS Remote Access Services Customers

FROM: Phil Davis, Manager
Security Projects Engineering

SUBJECT: Office VPN Services (Site-to-Site & Branch Office) - Service Upgrade

This service announcement provides updated information on the Remote Access, Office VPN Services project that Consolidated Technology Services (CTS) is implementing to replace the existing older technology. The replacement platform is Fortinet and provides role-based, delegated administration for agency specific administration requirements.

What Does this Mean?

Customer agencies which have remote offices that connect via VPN are being upgraded as the service is transitioning to new hardware. These agency office connections which are known as "Branch Office" or "Site-to-Site" offices are being reconfigured to connect to the new hardware in the State Data Center in Olympia. CTS will decommission the existing Cisco VPN hardware once the transition is complete.

Progress To Date

- CTS held an informational meeting on May 4, 2015 to report on progress of agency migrations.
- Pilot agencies began using the new platform in mid-February.
- Six sites are currently scheduled to migrate.

Next Steps

- CTS is coordinating with individual agencies to:
 - Prepare for migrations
 - Schedule required tasks
 - Schedule cutovers

An Agency Shared Knowledge (ASK) Collaboration site is established for customers and includes:

- Agency specific folder for implementation documents
- Customer Readiness Guide
- Project status information

For questions or comments, please email the [CTS Service Desk](#) or call 360-753-2454 or 888-241-7597.